



Regional Healthcare Coordination Center (RHCC)

Overview

What is it?

- ◆ Regional coordinating center for rapidly expanding (surging) healthcare system due to emergency or disaster.
- ◆ Liaison between regional or local healthcare system and VDH, local EOC, EMS system, and/or state EOC.
- ◆ Resource facilitator.

Why is it? (Essential functions) – Aimed at Hospitals

- ◆ Direction
- ◆ Control
- ◆ Coordination
- ◆ Answering requests for assistance
- ◆ Assisting emergency services

Where is it?

- ◆ Carilion Patient Transportation System - 431 McClanahan Avenue, Roanoke
- ◆ Alternate site will be a Mobile RHCC which will be based somewhere in the NSPA region.



PURPOSE OF THE RHCC-EOC

- ◆ Direction, control, coordination, and answering requests for assistance from healthcare facilities are essential functions of the RHCC.
- ◆ A centralized coordinating center designed to address the challenges of emergency events can lessen the burden on already stressed healthcare facilities.

The primary responsibilities of the RHCC include:

- ◆ Providing a single point of contact between NSPA hospitals and the VDH Emergency Communications Center (ECC);
- ◆ Collection and dissemination of initial event notification to hospitals and public safety partners
- ◆ Collection and dissemination of ongoing situational awareness updates and warnings, including the management of the current bed availability in NSPA hospitals
- ◆ Establishing and managing WebEOC for duration of incident;

The primary responsibilities of the RHCC include: (cont)

- ◆ As needed serve as the single point of contact and collaboration point for Fire/EMS agencies for the purposes of hospital diversion management and movement of patients from an incident scene to receiving hospitals, and input / guidance with respect to hospital capabilities, available services and medical transport decisions
- ◆ Coordinating inter-hospital patient movement, transfers and tracking
- ◆ Providing primary resource management to NSPA hospitals for:
 - ◆ Personnel; Equipment; Supplies
 - ◆ Pharmaceuticals; Other

The primary responsibilities of the RHCC include: (cont)

- ◆ Providing secondary resource management support (if local EOCs fail to respond) to NSPA hospitals for:
 - ◆ Fuel; Food; Water; Other
- ◆ Coordination of regional expenditures for reimbursement
- ◆ Coordination of regional medical treatment and infection control protocols, during the incident, as needed
- ◆ Coordination of NSPA hospital requests for the Strategic National Stockpile (SNS) through the local jurisdiction EOC

How it operates / What does it do?

- ◆ Functions using Incident Command System structure.
- ◆ RHCC is activated on request by one or more hospitals or when a local disaster is declared within the region.
 - ◆ Regional Hospital Preparedness Coordinator, RHCC Coordinator, NSPA Chair, WVEMS Exec. Dir., or a VDH District Director are authorized to activate the regional EOP and the RHCC.
- ◆ Hospitals can combine or “pool” resources within the region through the RHCC.
- ◆ RHCC may respond to requests from other regions in the state.
- ◆ Hospital/RHCC responses will not supplant the roles and responsibilities of public safety or governmental agencies.

How it operates? (cont)

- ◆ Hospitals must submit resource requests to the RHCC in detail
- ◆ Hospitals must continue to coordinate their individual facility needs.
- ◆ Hospitals must remain functional.
- ◆ Establishing Alternate Care Centers
- ◆ Mitigation-Preparedness-Response-Recovery
- ◆ Facilitate patient movement/transfer.
- ◆ Assist in record-keeping and recovery

Response

- ◆ Based on EOP activation and RHCC opening
- ◆ Open within 1 hour of notification
- ◆ Based on the nature of the emergency or request
- ◆ Contact / notification by CPTS communications personnel

Capabilities

- ◆ Interoperable communications with radio frequencies (about 400) for agencies in our region (4 planning districts) via Raytheon/JPS Communications ACU 1000 modular unit. This unit allows real-time creation of cross-connection between any frequency and speaking device, including telephone-to-radio.
- ◆ Amateur radio assistance as needed.
- ◆ WebEOC, Displays, Maps, & Charts
- ◆ Other local, state, and federal resources available as needed

Notification

- ◆ **Contacting the RHCC:**
Call 1-866-679-7442
- ◆ Calling this toll-free telephone number will allow the caller to request activation of the REOP and the RHCC. The caller must give the Dispatcher as much information as possible about the emergency, as well as a contact person and call-back number.
- ◆ In a fast moving emergency that provides little if any preparation time, the CPTS communications center will assist the Hospital Preparedness Coordinator in alerting RHCC personnel. In emergencies that allow for a build-up of RHCC personnel over a period of time, the Hospital Preparedness Coordinator will be responsible for alerting RHCC staff personnel.

Questions

- ◆ For questions or problems please contact:

Bobby Baker – RHCC Coordinator
Near Southwest Preparedness Alliance
1944 Peters Creek Rd
Roanoke, VA 24017
O) 540-562-3482 C) 540-400-1137

BBaker@vaems.org